PATENT NUMBER

U.S. **UTILITY** Patent Application

	O.I.P.E.	PATENT DATE
② KW		
SCANNED _SB_	Q.A. _Onw_	

APPLICATION NO.	CONT/PRIOR	CLASS	SUBCLASS	ART UNIT	EXAMINER
09/504330	YES	705	9	3625	Shamultah

APPLICANTS

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36 25

TITLE

Method and system for skills-based planning and scheduling in a
workforce contact center environment

PTO-2040
12/99

ISSUING CLASSIFICATION

ORIGINAL			CROSS REFERENCE(S)					
CLASS	**SUBCLASS**	**CLASS**	**SUBCLASS (ONE SUBCLASS PER BLOCK)**					
INTERNATIONAL CLASSIFICATION								
				☐ Continued on Issue Slip Inside File Jacket				

TERMINAL ☐ DISCLAIMER	DRAWINGS			CLAIMS ALLOWED	
	Sheets Drwg.	Figs. Drwg.	Print Fig.	Total Claims	Print Claim for O.G.
☐ The term of this patent subsequent to _____ (date) has been disclaimed.				**NOTICE OF ALLOWANCE MAILED**	
	(Assistant Examiner)		(Date)		
☐ The term of this patent shall not extend beyond the expiration date of U.S Patent. No. _____ _____ _____				**ISSUE FEE**	
				Amount Due	Date Paid
	(Primary Examiner)		(Date)		
☐ The terminal ___ months of this patent have been disclaimed.				**ISSUE BATCH NUMBER**	
	(Legal Instruments Examiner)		(Date)		

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